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| DAVID Y. IGEGOVERNORKe Kiaʻāina | **A picture containing logo  Description automatically generated** | AUDREY HIDANOCOMPTROLLERKa Luna Hoʻomalu Hana Laulā**MEOH-LENG SILLIMAN**DEPUTY COMPTROLLERKa Hope Luna Hoʻomalu Hana Laulā |
|  | **STATE OF HAWAII****Enhanced 911 Board Meeting****Thursday, November 10, 2022****9:00 am – 12:00 pm** |  |

**MEETING MINUTES**

**Board Members Present:** Thalia Burns (HPD) Francis Alueta (HT), Stephen Courtney (C&C of Honolulu), Lisa Hiraoka (Consumer Advocate Designee), Todd Omura (CIO Designee), Rebecca Lieberman (Charter), Corey Shaffer (Verizon), Gregg Okamoto (MPD), Keola Tom (MPD), E. Kalani Ke (KPD)

**Board Members Not Present:** Nani Blake (T-Mobile), Liz Gregg (ATT)

**Staff:** Courtney Tagupa (E911), Royce Murakami (E911), Stella Kam (AG)

**Guests:** Frannie Chung (EMS), Diana Chun (EMS), Stacy Domingo (EMS), Aaron Farias (HIPD), Wayne Hirasa (Alakaina), Everett Kaneshige (DOD), Glenn Kobashigawa (HT), Shawn Kuratani (HFD), Kurt Lager (OSL), Patrick Leddy (LCC), Reed Mahuna (HIPD), Lorrin Okumura (EMS), Stacy Perreira (KPD), Tony Ramirez (Akimeka), Jeff Reeve (ATT), Valerie Taylor (Intrado), Kenison Tejada (First Net), Tony Velasco (DIT), Ruth Zipfel (Eagle View)

1. Call to Order, Public Notice

**The meeting was called to order by the chair. Public notice was given.**

1. Public Testimony Will Be Taken on All Agenda Items as Those Items Occur During the Meeting
2. Roll Call, Quorum

**A roll call was taken, quorum was present for the Board.**

1. Review and Approval of October’s Meeting Minutes

**Rebecca Lieberman motioned to approve the October 2022 Meeting Minutes. E. Kalani Ke seconded the motion. A voice vote was taken, and the motion was approved unanimously.**

1. Committee Updates by Committee Chairs
	1. Communications Committee – Davlynn Racadio
		1. No Updates to Report

**Davlynn Racadio not present. Please see Joint Committee Minutes.**

* 1. Technical Committee – Shawn Kuratani
		1. Increase of ANI/ALI (Automatic Number Identification / Automatic Location Identification) From 10 to 20 Characters to Improve Descriptions for Dispatchable Locations for First Responders.
		2. Discussion on Transition to Next Generation 911 to include Next Steps and Request for Proposal
		3. Discussion to add (National Emergency Number Association) NENA Standards & Best Practices Conference to Future Conferences
		4. Reimbursement Request Hawaii Police Department
			1. Approval of Pre-Conference Course for Reed Mahuna and additional expenditures for APCO (Association of Public-Safety Communications Officials) Conference Total of $590.92

**Shawn Kuratani stated no further updates. Please see Joint Committee Minutes.**

* 1. Educational Investigative Committee – (Chair of Educational Investigative Committee Undecided)
		1. No Updates to Report
	2. Advisory Committee – Everett Kaneshige
		1. Update on Meeting with Representative Nakamura and/or Other Legislators

**Everett Kaneshige stated no further updates. Please see Joint Committee Minutes.**

* 1. Finance Committee – Lisa Hiraoka
		1. Review of Monthly Y-T-D (Year to Date) Cash Flow
		2. Approval to add (National Emergency Number Association) NENA Standards & Best Practices Conference to Future Conferences
		3. Reimbursement Request Hawaii Police Department
			1. Approval of Pre-Conference Course for Reed Mahuna and additional expenditures for APCO (Association of Public Safety Communications Officials) Conference Total of $590.92

**Lisa Hiraoka stated no further updates. Please see Joint Committee Minutes.**

1. Public Service Answering Point Status Updates on Recruitment and other Personnel Issues
	1. Kauai Police Department – Stacy Perreira
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Stacy Perreira stated no further updates. Please see Joint Committee Minutes.**

* 1. Oahu Police Department – Aaron Farias
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Aaron Farias stated no further updates. Please see Joint Committee Minutes.**

* 1. Oahu Fire Department – Shawn Kuratani
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Shawn Kuratani stated no further updates. Please see Joint Committee Minutes.**

* 1. Oahu Emergency Medical Services – Lorrin Okumura, Diana Chun, Frannie Chung
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Lorrin Okumura stated no further updates. Please see Joint Committee Minutes.**

* 1. Maui Police Department – Davlynn Racadio
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Davlynn Racadio is currently not present no updates currently.**

* 1. Molokai Police Department – Davlynn Racadio
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Davlynn Racadio is currently not present no updates currently.**

* 1. Hawaii Police Department – Robert Fujitake
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Reed Mahuna speaking on behalf of Robert Fujitake stated no further updates. Please see Joint Committee Minutes.**

* 1. Hawaii Fire Department – Vern Hara
		1. Update on Recruitment Process/Strategies and Personnel Training
		2. Update on Personnel Issues and Vacancies

**Stacy Domingo speaking on behalf of Vern Hara stated no further updates. Please see Joint Committee Minutes.**

1. Executive Director’s Report
	1. Update on Increasing Legislative Spending Ceiling for Fiscal Year 2024-25 to $11,000,000

**Executive Director stated that during discussions with Budget & Finance their only concern was that the Board would not meet the financial obligations for the transition into NG 9-1-1. However, Budget & Finance stated that they were content with the projections that were presented and that the Board will not be requesting funds from the General Fund. In conclusion, the Executive Director stated that the process to increase the legislative spending ceiling should be completed by the end of the month.**

* 1. Discussion and Selection of Bank Proposals from Central Pacific Bank, Bank of Hawaii, and First Hawaiian Bank



**Executive Director stated that the above shows a Pro Forma comparison of the three banks proposals that were discussed in the previous meeting.**

**First Hawaiian Bank Assets: 1st $25.0 Billion**

**Bank of Hawaii: 2nd $20.4 Billion**

**Central Pacific Bank: 4th $7.4 Billion**

**Accolades:**

**First Hawaiian Bank – Oldest and Largest Bank in Hawaii**

**Bank of Hawaii: Newsweek – Best Big Bank in Hawaii**

**Central Pacific Bank: Forbes – Best Bank in Hawaii 2022**

**In the Pro Forma above each bank was provided with the financials for the month of September to calculate earnings that the Board would receive monthly. Regarding First Hawaiian Bank in their calculations, they deducted 10% of the reserve and 10% of the average collected balance before applying their rate which resulted in roughly about a $8000 loss per month from the Board’s earnings. Bank of Hawaii and Central Pacific Bank did not reduce the average collected balance by 10% and applied their rate to the entire balance. After this was noted, First Hawaiian requested to make a change to their proposal to not reduce the reserve by 10%. Regarding monthly fees stated by Bank of Hawaii which, totaled roughly $2400 that is based on 91 Day Treasury Bill that will fluctuate because it is not on a consistent fixed rate. Bank of Hawaii agreed to waive the fees if they were awarded a contract by the end of the year however, the Executive Director stated that this would not be possible under such short notice.**

**Executive Director noted that Central Pacific Bank was the only bank that had waived all fees and applied their rate to the entire investable balance and gave the best initial proposal compared to the other two banks. Furthermore, stated that he believes that they would be able to increase the services that we are presently receiving from First Hawaiian Bank by modernizing our systems and process to utilize ACH Deposits without eliminating the need for dual signature authorities for reimbursement requests. Another feature that Central Pacific Bank would be able to offer is an improved Lock Box services that would allow access online that would allow the Executive Director to download the information stored directly onto our QuickBooks software. Adding this feature would eliminate snail mail and reduce the risk of documents being lost by the postal department. He also added that during the transition of switching over to Central Pacific Bank their Senior Vice President would overs the process to ensure that the transition goes smoothly.**

**Executive Director stated that his recommendation would be to choose Central Pacific Bank who was also recommended by the former Comptroller Curt Otaguro who has several years of experience. He believes that Central Pacific bank is very determined and will do anything necessary to improve our current system as well as maintain us as a customer.**

**Francis Alueta asked the Executive Director if First Hawaiian Bank currently deducted the 10% reserve before they apply their rate. Executive Director responded that he has not seen the account analysis and is only provided information on how the earnings is generated per month. Francis Alueta added that in the Pro Forma above that lists services that the Board will require moving forward are those services listed in a ranking of priority. Executive Director responded stating that the 8 services listed in the Pro Forma signifies the services he believes the Board will need to modernize our current situation. Francis Alueta responded asking the Executive Director from his perspective were all the services offered equal in importance or did one or more services important in terms of modernization. Executive Director responded that he believes that having assistance with transitioning banks is more important because he believes it will be difficult to implement the remaining services.**

**Lisa Hiraoka asked the Executive Director which bank would be able to provide all the 8 stated desired services. Executive Director stated that Central Pacific Bank would be able to provide all desired services because they would provide their Senior Vice President in the transition compared to the other two banks that would provide a lower-level individual to complete the transition. Lisa Hiraoka asked the Executive Director which bank has the strongest cyber security features. Executive Director responded stating that he does not notice a significant difference between all the banks regarding cyber security. Lisa Hiraoka responded stating that it would be helpful if the bottom portion of the Pro Forma worksheet was filled in to show what each banks provides, and a rating of the services provided. Thalia Burns asked the Executive Director for clarification if First Hawaiian Bank and Bank of Hawaii will be able to provide someone to assist in the transition however, they just can’t provide a vice president. Executive Director responded stating that the other two banks would be able to provide someone to assist in the transition however, he would prefer to work with someone that can ensure that the process will be done successfully.**

**Stephen Courtney asked the Executive Director regarding fees how guaranteed that fees won’t be increased in the next month or year. Executive Director responded stating that the bank applies a percentage of our bank balance and after calculations are completed, they apply that total toward their fees. However, our current balance that is available to pay for these fees are more than necessary and we will only encumber monthly fees if this rate drops due to our bank balances dropping but he stated that he does not foresee this occurring. He also stated that these rates are determined by executives and can be difficult to analyze however, recommended to determine the amount of earnings that we deserve by tracking earnings monthly.**

**Thalia Burns stated that from her understanding having assistance with the bank transition seems to be top priority and believes that another meeting may be necessary with Bank of Hawaii and First Hawaiian Bank to determine if a higher-level person can assist with the transition. Executive Director stated that he acknowledges her suggestion however, stated he does not know how to differentiate the services each bank provides as stated previously. He added that he is standing by Curt Otaguro’ s decision to choose Central Pacific Bank because of his experience and relationships with executives. In conclusion, asked the Board if this should be pushed to next month’s meeting and have another meetings between each bank. Thalia Burns responded stating that she would prefer to have another meeting with each bank and as Lisa Hiraoka stated to have the bottom portion of the Pro Forma filled out with a ranking of the offered services. Francis Alueta stated that he agrees that the bottom section of the Pro Forma needs to be filled out to show where they sit in their proposal in comparison to the Executive Directors view on the services provided by each bank. He added that from his understanding he felt that Central Pacific Bank has the capabilities right now with dual authentication however, he did not get the same feeling from the other banks, or it was not discussed. Furthermore, he added that he feels that services such as ACH Deposits and interest rates would be more heavily weighted for him in terms of priority. Stephen Courtney stated that he believes that other items could be added to the list stated on the bottom of the Pro Forma such as fraud management because that would handle the security aspects however, noted that the banks did not touch too much on this topic as well.**

**Lisa Hiraoka stated to the Executive Director to contact each bank and have them explain each of the services that they will be able to provide and the terms and conditions. After all this information is gathered you can than compare those details from bank to bank. Executive Director stated that he understands and will prepare this for next month’s meeting. Lisa Hiraoka responded stating that she believes it will be helpful for the Board to see this in a grid format because it will make it more tangible and allow them to prioritize a bank.**

1. Items for Discussion, Consideration, and Action
	1. 911 Timeline Update (Akimeka)
		1. Status Report on All Counties
	2. Approval to add (National Emergency Number Association) NENA Standards & Best Practices Conference to Future Conferences.

**Thalia Burns asked for a motion to amend the agenda to include four personnel from the Technical Subcommittee to attend the NENA Standards & Best Practices Conference for a total of $14,000. Lisa Hiraoka motioned to approve the request by the Technical Subcommittee. E. Kalani Ke seconded the motion. A voice vote was taken the motion was unanimously approved.**

**Thalia Burns asked for a motion to approve four personnel from the Technical Subcommittee to attend the NENA Standards & Best Practices Conference for a total of $14,000. Lisa Hiraoka motioned to approve this request. Rebecca Lieberman seconded the motion. A voice vote was taken, and the motion was unanimously approved.**

* 1. Establish a Policy Committee to Review Conference and Travel Guidelines

**Thalia Burns stated that she placed this item on the agenda because upon reviewing reimbursement requests from the various agencies she has found added expenses and diversion of travel. After reviewing the current guidelines, she believes that the guidelines need to be updated to ensure that funding is being used by the agencies appropriately. Furthermore, added that she would like volunteers from the agencies to become a part of a committee that would work together to come up with guidelines that is fair across the board.**

* 1. Additional Items Proposed by Meeting Attendees

**Thalia Burns asked for a motion to amend the agenda to include approval of pre-conference course for Reed Mahuna and additional expenditures for the APCO Conference total of $590.92. E. Kalani Ke motioned to approve this request. Lisa Hiraoka seconded the motion. A voice vote was taken, and the motion was unanimously approved.**

**Thalia Burns asked for a motion to approve pre-conference course for Reed Mahuna and additional expenditures for the APCO Conference total of $590.92. Lisa Hiraoka motioned to approve this request. E. Kalani Ke seconded the motion. A voice vote was taken, and the motion was unanimously.**

1. Announcements
	1. Future Virtual Meeting Dates/Times (9:00AM-12:00PM)
		1. Thursday, December 8, 2022 (Combined Meeting)
	2. Future Conference Dates (3 Months of Advanced Approval Required)
		1. 911 GTW (Goes to Washington) Conference, February 26-March 1, 2023, Arlington, VA
		2. Pictometry/EagleView, April 24-27th, San Antonio, TX
	3. Additional Announcements from Meeting Attendees
2. Open Forum: Public comment on issues not on the Committee Meeting Agenda

**There was no public comment on issues not on the Committee Agenda.**

1. Executive Session
	1. Discussion on Personnel Matters
2. Adjournment

**Rebecca Lieberman motioned to adjourn the meeting. Francis Alueta seconded the motion. A voice vote was taken, and the adjournment was unanimously approved. The meeting was adjourned.**